

determining the word number of a first word of a term in the one or more words in the portion of the document; and  
dividing the word number of the first word by the total word count to produce a relevance value for the occurrence of the term in the portion of the document.

72. (new) The method of claim 71, further comprising:

multiplying the relevance value by a first scaling factor to produce a scaled relevance value.

73. (new) The method of claim 71, further comprising:

rounding the relevance value to a number of significant digits.

74. (new) The method of claim 71, further comprising:

storing the determined relevance value for the occurrence in an entry in a table in the help database.

75. (new) The method of claim 71,

wherein the portion of the document is a text section.

76. (new) The method of claim 71,

wherein the portion of the document is a header.

77. (new) A method for determining relevance values of terms in a help database in a computer-based insurance claims processing system, the method comprising:

numbering one or more words in a portion of a document from 1 up to N, wherein N is a total word count of the portion of the document;

determining a word number of a first word of a term in the portion of the document;

subtracting the word number from the total word count to produce a first results;  
adding one to the first results to produce a second results; and  
dividing the second results by the total word count to produce a relevance value of the  
term in the portion of the document.

78. (new) The method of claim 77, further comprising:

multiplying the relevance value by a first scaling factor to produce a scaled relevance  
value.

79. (new) The method of claim 77, further comprising:

rounding the relevance value to a number of significant digits.

80. (new) The method of claim 77, further comprising:

storing the determined relevance value for the occurrence in an entry in a table in the help  
database.

81. (new) The method of claim 77,

wherein the portion of the document is a text section.

82. (new) The method of claim 77,

wherein the portion of the document is a header.

83. (new) A method for determining relevance values of terms in a help database in a computer-  
based insurance claims processing system, the method comprising:

determining a word position of an occurrence of a term in a portion of a document in a  
help database, wherein the portion of the document comprises one or more words;  
determining a total word count of the portion of the document;

dividing the word position by the total word count to produce a positional relevance value for the occurrence;  
dividing a number of words in the term by the total word count of the portion to produce a percentage relevance value for the occurrence; and  
combining the positional relevance value and the percentage relevance value to produce a relevance value for the occurrence.

84. (new) The method of claim 83, further comprising:

multiplying the relevance value by a first scaling factor to produce a scaled relevance value.

85. (new) The method of claim 83, further comprising:

rounding the relevance value to a number of significant digits.

86. (new) The method of claim 83, further comprising:

storing the relevance value for the occurrence in an entry in a table in the help database.

87. (new) The method of claim 83,

wherein said combining the positional relevance value and the percentage relevance value to produce the relevance value for the occurrence comprises:

multiplying the positional relevance value by a first scaling factor to produce a scaled positional relevance value;

multiplying the percentage relevance value by a second scaling factor to produce a scaled percentage relevance value; and

adding the scaled positional relevance value and the scaled percentage relevance value to produce the relevance value for the occurrence.

88. (new) The method of claim 87,  
wherein the first scaling factor is substantially equal to  $(1 - \text{the second scaling factor})$ .

89. (new) A method for determining relevance values of terms in a computer-based insurance claims processing system comprising a help database, wherein the help database comprises one or more documents, the method comprising:

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determining a location of one or more occurrences of one or more terms used in one or more documents of a help database of an insurance claims processing system, wherein the one or more documents comprise one or more text sections; and  
determining a text section relevance value of an occurrence of a term using N and X, wherein the text section comprises N words, wherein the occurrence of the term is at an Xth word in the text section, and wherein the text section relevance value is higher the closer the occurrence is to the beginning of the text section.

90. (new) The method of claim 89, further comprising:  
rounding the relevance value to a number of significant digits.

91. (new) The method of claim 89, further comprising:  
storing the determined relevance value for the occurrence in an entry in a table in the help database.

92. (new) The method of claim 89,  
wherein the one or more documents comprise headers and text sections;  
wherein said determining the relevance value for each of the one or more occurrences located in the one or more documents comprises:  
determining a header relevance value for an occurrence if the occurrence is in a header; and

determining a text section relevance value for the occurrence if the occurrence is in a text section.

93. (new) The method of claim 92,

wherein the text section comprises N words;

wherein the occurrence of the term is at an Xth word in the text section, wherein X is from 1 to N, and wherein 1 is a location of a first word in the text section;

wherein said determining the text section relevance value for the occurrence if the occurrence is in the text section comprises:

determining the text section relevance value using N and X, wherein the text section relevance value is higher the closer the occurrence is to the beginning of the text section.

94. (new) The method of claim 92,

wherein the header comprises N words;

wherein the occurrence of the term is at an Xth word in the header, wherein X is from 1 to N, and wherein 1 is a location of a first word in the header;

wherein the term comprises T words, wherein T is from 1 to N;

wherein said determining the header relevance value for the occurrence if the occurrence is in a header comprises:

determining a positional relevance value using N and X, wherein the determined positional relevance value is higher the closer the occurrence is to the beginning of the header;

determining a percentage relevance value using T and N, wherein the percentage relevance value is the percentage of the header occupied by the term; and combining the positional relevance value and the percentage relevance value to produce the header relevance value.

95. (new) A method for determining relevance values of terms in a computer-based insurance claims processing system comprising a help database, wherein the help database comprises one or more documents, the method comprising:

determining a location of one or more occurrences of one or more terms used in one or more documents of a help database of an insurance claims processing system, wherein the one or more documents comprise one or more headers;

determining a positional relevance value of an occurrence of a term in a header using N and X, wherein the header comprises N words, wherein the occurrence of the term is at an Xth word in the header, and wherein the determined positional relevance value is higher the closer the occurrence is to the beginning of the header;

AI. determining a percentage relevance value of the occurrence of the term in the header using T and N, wherein the term comprises T words, wherein the percentage relevance value is the percentage of the header occupied by the term; and

combining the positional relevance value and the percentage relevance value to produce the header relevance value.

96. (new) The method of claim 95, further comprising:

multiplying the relevance value by a first scaling factor to produce a scaled relevance value.

97. (new) The method of claim 95, further comprising:

rounding the relevance value to a number of significant digits.

98. (new) The method of claim 95, further comprising:

storing the determined relevance value for the occurrence in an entry in a table in the help database.

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99. (new) The method of claim 95,  
wherein the portion of the document is a text section.
100. (new) The method of claim 95,  
wherein the portion of the document is a header.
101. (new) The method of claim 95,  
wherein said combining the positional relevance value and the percentage relevance value  
to produce the relevance value for the occurrence comprises:  
multiplying the positional relevance value by a first scaling factor to produce a  
scaled positional relevance value;  
multiplying the percentage relevance value by a second scaling factor to produce a  
scaled percentage relevance value; and  
adding the scaled positional relevance value and the scaled percentage relevance  
value to produce the relevance value for the occurrence.
102. (new) The method of claim 101,  
wherein the first scaling factor is substantially equal to  $(1 - \text{the second scaling factor})$ .
103. (new) An insurance claims processing system comprising:  
a computer system including a memory medium;  
a help database for the insurance claims processing system stored in the memory medium,  
wherein the help database comprises one or more documents related to processing  
of insurance claims in the insurance claims processing system and one or more  
tables configured for use in locating occurrences of terms in the help database;

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program instructions stored in the memory medium and executable within the computer system, wherein the program instructions are executable to:

- determine a word position of an occurrence of a term in a portion of a document in the help database, wherein the portion of the document comprises one or more words;
- determine a total word count of the portion of the document;
- divide the word position by the total word count to produce a positional relevance value for the occurrence;
- divide a number of words in the term by the total word count of the portion to produce a percentage relevance value for the occurrence; and
- combine the positional relevance value and the percentage relevance value to produce a relevance value for the occurrence.

104. (new) The system of claim 103, wherein the program instructions are further executable to: multiply the relevance value by a first scaling factor to produce a scaled relevance value.
105. (new) The system of claim 103, wherein the program instructions are further executable to: round the relevance value to a number of significant digits.
106. (new) The system of claim 103, wherein the program instructions are further executable to: store the determined relevance value for the occurrence in an entry in a table in the help database.
107. (new) The system of claim 103, wherein, in said combining the positional relevance value and the percentage relevance value to produce the relevance value for the occurrence, the program instructions are further executable to:



multiply the positional relevance value by a first scaling factor to produce a scaled positional relevance value;  
multiply the percentage relevance value by a second scaling factor to produce a scaled percentage relevance value; and  
add the scaled positional relevance value and the scaled percentage relevance value to produce the relevance value for the occurrence.

108. (new) The system of claim 107,  
wherein the first scaling factor is substantially equal to  $(1 - \text{the second scaling factor})$ .

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109. (new) An insurance claims processing system comprising:  
a computer system including a memory medium;  
a help database for the insurance claims processing system stored in the memory medium,  
wherein the help database comprises one or more documents related to processing of insurance claims in the insurance claims processing system and one or more tables configured for use in locating occurrences of terms in the help database;  
program instructions stored in the memory medium and executable within the computer system, wherein the program instructions are executable to:  
determine a location of an occurrence of a term used in a text section of one or more documents of a help database of an insurance claims processing system, wherein the one or more documents comprise one or more text sections; and  
determine a text section relevance value using N and X, wherein the text section comprises N words, wherein the occurrence of the term is at an Xth word in the text section, and wherein the text section relevance value is higher the closer the occurrence is to the beginning of the text section.

110. (new) The system of claim 109, wherein the program instructions are further executable to:

multiply the relevance value by a first scaling factor to produce a scaled relevance value.

111. (new) The system of claim 109, wherein the program instructions are further executable to:  
round the relevance value to a number of significant digits.

112. (new) The system of claim 109, wherein the program instructions are further executable to:  
store the determined relevance value for the occurrence in an entry in a first table in the  
help database.

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113. (new) The system of claim 109, wherein the program instructions are further executable to:  
number the one or more words in the portion of the document from N down to 1, wherein  
N is the total word count of the portion of the document;  
wherein, in said determining the word position of the occurrence, the program  
instructions are further executable to:  
determine the word number of a first word of the term in the one or more words in  
the portion of the document; and  
wherein, in said determining the relevance value for the occurrence, the program  
instructions are further executable to:  
divide the word position by the total word count to produce the relevance value  
for the occurrence.

114. (new) The system of claim 109, wherein the program instructions are further executable to:  
number the one or more words in the portion of the document from 1 up to N, wherein N  
is the total word count of the portion of the document;  
wherein, in said determining the word position of the occurrence, the program  
instructions are further executable to:

determine a word number of a first word of the term in the one or more words in the portion of the document, wherein the word number of the first word of the term is used as the word position of the occurrence; and wherein, in said determining the relevance value for the occurrence, the program instructions are further executable to:  
subtract the word position from the total word count to produce a first results;  
add one to the first results to produce a second results; and  
divide the second results by the total word count to produce the relevance value for the occurrence.

115. (new) An insurance claims processing system comprising:

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a computer system including a memory medium;  
a help database for the insurance claims processing system stored in the memory medium, wherein the help database comprises one or more documents related to processing of insurance claims in the insurance claims processing system and one or more tables configured for use in locating occurrences of terms in the help database;  
program instructions stored in the memory medium and executable within the computer system, wherein the program instructions are executable to:  
determine a location of one or more occurrences of one or more terms used in a header of one or more documents of a help database of an insurance claims processing system, wherein the one or more documents comprise one or more headers;  
determine a positional relevance value using N and X, wherein the header comprises N words, wherein the occurrence of the term is at an Xth word in the header, and wherein the determined positional relevance value is higher the closer the occurrence is to the beginning of the header;

determine a percentage relevance value using T and N, wherein the term comprises T words, wherein the percentage relevance value is a percentage of the header occupied by the term; and  
combine the positional relevance value and the percentage relevance value to produce a header relevance value.

116. (new) The system of claim 115, wherein the program instructions are further executable to:  
multiply the relevance value by a first scaling factor to produce a scaled relevance value.

117. (new) The system of claim 115, wherein the program instructions are further executable to:  
round the relevance value to a number of significant digits.

118. (new) The system of claim 115, wherein the program instructions are further executable to:  
store the determined relevance value for the occurrence in an entry in a first table in the help database.

119. (new) The system of claim 115, wherein the program instructions are further executable to:  
number the one or more words in the portion of the document from N down to 1, wherein N is the total word count of the portion of the document;  
wherein, in said determining the word position of the occurrence, the program instructions are further executable to:  
determine the word number of a first word of the term in the one or more words in the portion of the document; and  
wherein, in said determining the relevance value for the occurrence, the program instructions are further executable to:  
divide the word position by the total word count to produce the relevance value for the occurrence.

120. (new) The system of claim 115, wherein the program instructions are further executable to:
- number the one or more words in the portion of the document from 1 up to N, wherein N is the total word count of the portion of the document;
  - wherein, in said determining the word position of the occurrence, the program instructions are further executable to:
    - determine a word number of a first word of the term in the one or more words in the portion of the document, wherein the word number of the first word of the term is used as the word position of the occurrence; and
  - wherein, in said determining the relevance value for the occurrence, the program instructions are further executable to:
    - subtract the word position from the total word count to produce a first results;
    - add one to the first results to produce a second results; and
    - divide the second results by the total word count to produce the relevance value for the occurrence.
121. (new) A carrier medium comprising program instructions, wherein the program instructions are computer-executable to implement:
- numbering one or more words in a portion of a document from N down to 1, wherein N is a total word count of the portion of the document;
  - determining a word number of a first word of a term in the portion of the document; and
  - dividing the word number of the first word by the total word count to produce a relevance value for the term in the portion of the document.
122. (new) The carrier medium of claim 121, wherein the program instructions are further computer-executable to implement:

multiplying the relevance value by a first scaling factor to produce a scaled relevance value.

123. (new) The carrier medium of claim 121, wherein the program instructions are further computer-executable to implement:

storing the determined relevance value for the occurrence in an entry in a table in the help database.

124. (new) The carrier medium of claim 121,  
wherein the portion of the document is a text section.

125. (new) The carrier medium of claim 121,  
wherein the portion of the document is a header.

126. (new) A carrier medium comprising program instructions, wherein the program instructions are computer-executable to implement:

numbering one or more words in a portion of a document from 1 up to N, wherein N is a total word count of the portion of the document;

determining a word number of a first word of a term in the portion of the document;

subtracting the word number from the total word count to produce a first results;

adding one to the first results to produce a second results; and

dividing the second results by the total word count to produce a relevance value.

127. (new) The carrier medium of claim 126, wherein the program instructions are further computer-executable to implement:

multiplying the relevance value by a first scaling factor to produce a scaled relevance value.

128. (new) The carrier medium of claim 126, wherein the program instructions are further computer-executable to implement:

storing the determined relevance value for the occurrence in an entry in a table in the help database.

129. (new) The carrier medium of claim 126,

wherein the portion of the document is a text section.

130. (new) The carrier medium of claim 126,

wherein the portion of the document is a header.

AI 131. (new) A carrier medium comprising program instructions, wherein the program instructions are computer-executable to implement:

determining a word position of an occurrence of a term in a portion of a document in a

help database, wherein the portion of the document comprises one or more words;

determining a total word count of the portion of the document;

dividing the word position by the total word count to produce a positional relevance value for the occurrence;

dividing a number of words in the term by the total word count of the portion to produce a percentage relevance value for the occurrence; and

combining the positional relevance value and the percentage relevance value to produce a relevance value for the occurrence.

132. (new) The carrier medium of claim 131,

wherein, combining the positional relevance value and the percentage relevance value to produce the relevance value for the occurrence, comprises:

multiplying the positional relevance value by a first scaling factor to produce a scaled positional relevance value;  
multiplying the percentage relevance value by a second scaling factor to produce a scaled percentage relevance value; and  
adding the scaled positional relevance value and the scaled percentage relevance value to produce the relevance value for the occurrence;  
wherein the first scaling factor is substantially equal to  $(1 - \text{the second scaling factor})$ .

133. (new) The carrier medium of claim 131, wherein the program instructions are further computer-executable to implement:

multiplying the relevance value by a first scaling factor to produce a scaled relevance value.

134. (new) The carrier medium of claim 131, wherein the program instructions are further computer-executable to implement:

storing the determined relevance value for the occurrence in an entry in a table in the help database.

135. (new) The carrier medium of claim 131,  
wherein the portion of the document is a text section.

136. (new) The carrier medium of claim 131,  
wherein the portion of the document is a header.

137. (new) The carrier medium of claim 131,



wherein, in said combining the positional relevance value and the percentage relevance value to produce the relevance value for the occurrence, the program instructions are further computer-executable to implement:

    multiplying the positional relevance value by a third scaling factor to produce a scaled positional relevance value;

    multiplying the percentage relevance value by a fourth scaling factor to produce a scaled percentage relevance value; and

    adding the scaled positional relevance value and the scaled percentage relevance value to produce the relevance value for the occurrence;

wherein the third scaling factor is substantially equal to  $(1 - \text{the fourth scaling factor})$ .

AI 138. (new) A carrier medium comprising program instructions, wherein the program instructions are computer-executable to implement:

    determining a location of one or more occurrences of one or more terms used in a text section of one or more documents of a help database of an insurance claims processing system, wherein the one or more documents comprise one or more text sections; and

    determining a text section relevance value using  $N$  and  $X$ , wherein the text section comprises  $N$  words, wherein the occurrence of the term is at an  $X$ th word in the text section, and wherein the text section relevance value is higher the closer the occurrence is to the beginning of the text section.

139. (new) The carrier medium of claim 138, wherein the computer instructions are computer-executable to implement:

    rounding the relevance value to a number of significant digits.

140. (new) The carrier medium of claim 138, wherein the computer instructions are computer-executable to implement:

storing the determined relevance value for the occurrence in an entry in a table in the help database.

141. (new) The carrier medium of claim 138,

wherein the one or more documents comprise headers and text sections;

wherein said determining the relevance value for each of the one or more occurrences located in the one or more documents comprises:

determining a header relevance value for an occurrence if the occurrence is in a header; and

determining a text section relevance value for the occurrence if the occurrence is in a text section.

142. (new) The carrier medium of claim 138,

wherein the text section comprises N words;

wherein the occurrence of the term is at an Xth word in the text section, wherein X is from 1 to N, and wherein 1 is a location of a first word in the text section;

wherein said determining the text section relevance value for the occurrence if the occurrence is in the text section comprises:

determining the text section relevance value using N and X, wherein the text section relevance value is higher the closer the occurrence is to the beginning of the text section.

143. (new) The carrier medium of claim 138,

wherein the header comprises N words;

wherein the occurrence of the term is at an Xth word in the header, wherein X is from 1 to N, and wherein 1 is a location of a first word in the header;  
wherein the term comprises T words, wherein T is from 1 to N;  
wherein said determining the header relevance value for the occurrence if the occurrence is in a header comprises:  
determining a positional relevance value using N and X, wherein the determined positional relevance value is higher the closer the occurrence is to the beginning of the header;  
determining a percentage relevance value using T and N, wherein the percentage relevance value is the percentage of the header occupied by the term; and  
combining the positional relevance value and the percentage relevance value to produce the header relevance value.

A1 144. (new) A carrier medium comprising program instructions, wherein the program instructions are computer-executable to implement:

determining a location of one or more occurrences of one or more terms used in a header of one or more documents of a help database of an insurance claims processing system, wherein the one or more documents comprise one or more headers;  
determining a positional relevance value using N and X, wherein the header comprises N words, wherein the occurrence of the term is at an Xth word in the header, and wherein the determined positional relevance value is higher the closer the occurrence is to the beginning of the header;  
determining a percentage relevance value using T and N, wherein the term comprises T words, wherein the percentage relevance value is the percentage of the header occupied by the term; and

combining the positional relevance value and the percentage relevance value to produce the header relevance value.

145. (new) The carrier medium of claim 144,

wherein, combining the positional relevance value and the percentage relevance value to produce the relevance value for the occurrence, comprises:

multiplying the positional relevance value by a first scaling factor to produce a scaled positional relevance value;

multiplying the percentage relevance value by a second scaling factor to produce a scaled percentage relevance value; and

adding the scaled positional relevance value and the scaled percentage relevance value to produce the relevance value for the occurrence;

wherein the first scaling factor is substantially equal to  $(1 - \text{the second scaling factor})$ .

146. (new) The carrier medium of claim 144, wherein the program instructions are further computer-executable to implement:

multiplying the relevance value by a first scaling factor to produce a scaled relevance value.

147. (new) The carrier medium of claim 144, wherein the program instructions are further computer-executable to implement:

storing the determined relevance value for the occurrence in an entry in a table in the help database.

148. (new) The carrier medium of claim 144,

wherein the portion of the document is a text section.

149. (new) The carrier medium of claim 144,  
wherein the portion of the document is a header.

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150. (new) The carrier medium of claim 144,  
wherein, in said combining the positional relevance value and the percentage relevance  
value to produce the relevance value for the occurrence, the program instructions  
are further computer-executable to implement:  
multiplying the positional relevance value by a third scaling factor to produce a  
scaled positional relevance value;  
multiplying the percentage relevance value by a fourth scaling factor to produce a  
scaled percentage relevance value; and  
adding the scaled positional relevance value and the scaled percentage relevance  
value to produce the relevance value for the occurrence;  
wherein the third scaling factor is substantially equal to  $(1 - \text{the fourth scaling factor})$ .

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